

Subject: Case Management at LAB&S for Small Businesses

From: Sauli Danpour <saulid@xyvest.com>

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To: Hani Malki <hani.malki@lacity.org>, Aldo Ubau <aldo.ubau@lacity.org>

CC: Carol Schatz <cschatz@downtownla.com>, Jessica Lall <jlall@ccala.org>

Gentlemen,

I wanted to thank both of you for helping me on my issue. I also wanted to say that a Case Management Service for small businesses is an excellent idea. I will discuss it further with GM Frank Bush next time I see him and maybe even recommend a meeting between LAB&S staff and a few small business owners for an open exchange of ideas. I'll be glad to do my share to bring some of my peers to attend such a meeting with some assistance from the downtown business organizations with which I am involved, including the CCA and the DCBID.

Carol Schatz and Jessica Lall the CEOs of CCA and DCBID are copied here for their feedback.

Sauli